

Claims

- [c1] A system for communicating messages in real time between a first external system and a second external system, comprising:
- an engine;
 - a first adapter capable of communicating with the first external system and the engine, the first adapter configurable to translate messages in a first protocol received from the first external system into a common messaging protocol and transmit the translated messages to the engine and to translate messages in the common messaging protocol received from the engine into the first protocol and transmit such translated messages back to the first external system; and
 - a second adapter capable of communicating with the second external system and the engine, the second adapter configurable to translate messages in a second protocol received from the second external system into a common messaging protocol and transmit the translated messages to the engine and to translate messages in the common messaging protocol received from the engine into the second protocol and transmit such translated messages back to the second external system,
- the engine configurable to apply a set of rules to messages received from one adapter and transmit messages formulated in accordance with the set of rules to the other adapter or to both adapters.
- [c2] 2.The system of claim 1, wherein the first adapter is a CTI adapter, the first external system is a telephony server, the second adapter is a portal adapter, and the second external system is a web browser.